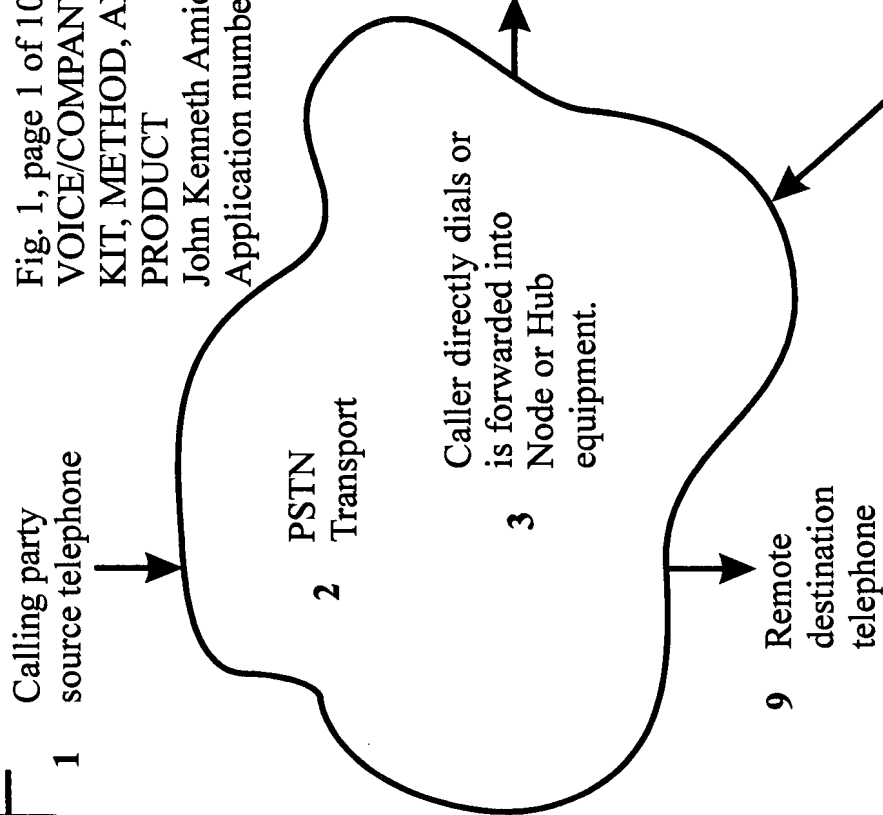


Fig. 1, page 1 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT

John Kenneth Amick
Application number 09/556,439.



- 4 Virtual network call processing system Node or HUB.
- 5 Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application.
- 6 Appropriate greeting is played to the caller.
- 7 Caller may send, receive or manipulate a mixed-media message.
- 8 Caller takes an action resulting in an out dial. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the error handling mechanism processes the call to a virtual network call processing system application comprising at least one software application comprising at least one object / software construct.



Fig. 2, page 2 of 10 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT

John Kenneth Amick

Application number 09/556,439.

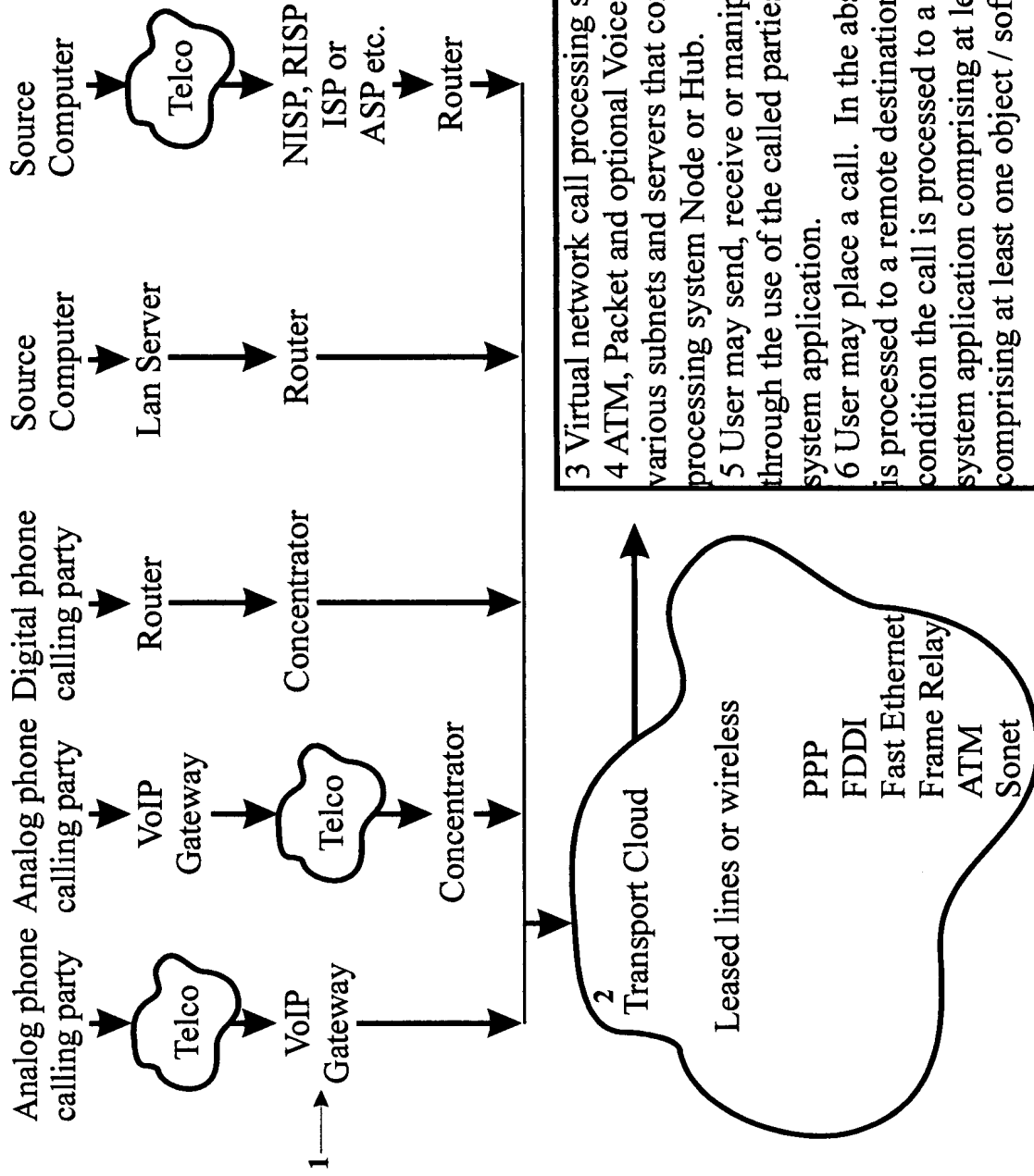


Fig. 3, page 3 of 10 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT
 John Kenneth Amick
 Application number 09/556,43.

Replacement sheet
 (Currently amended)

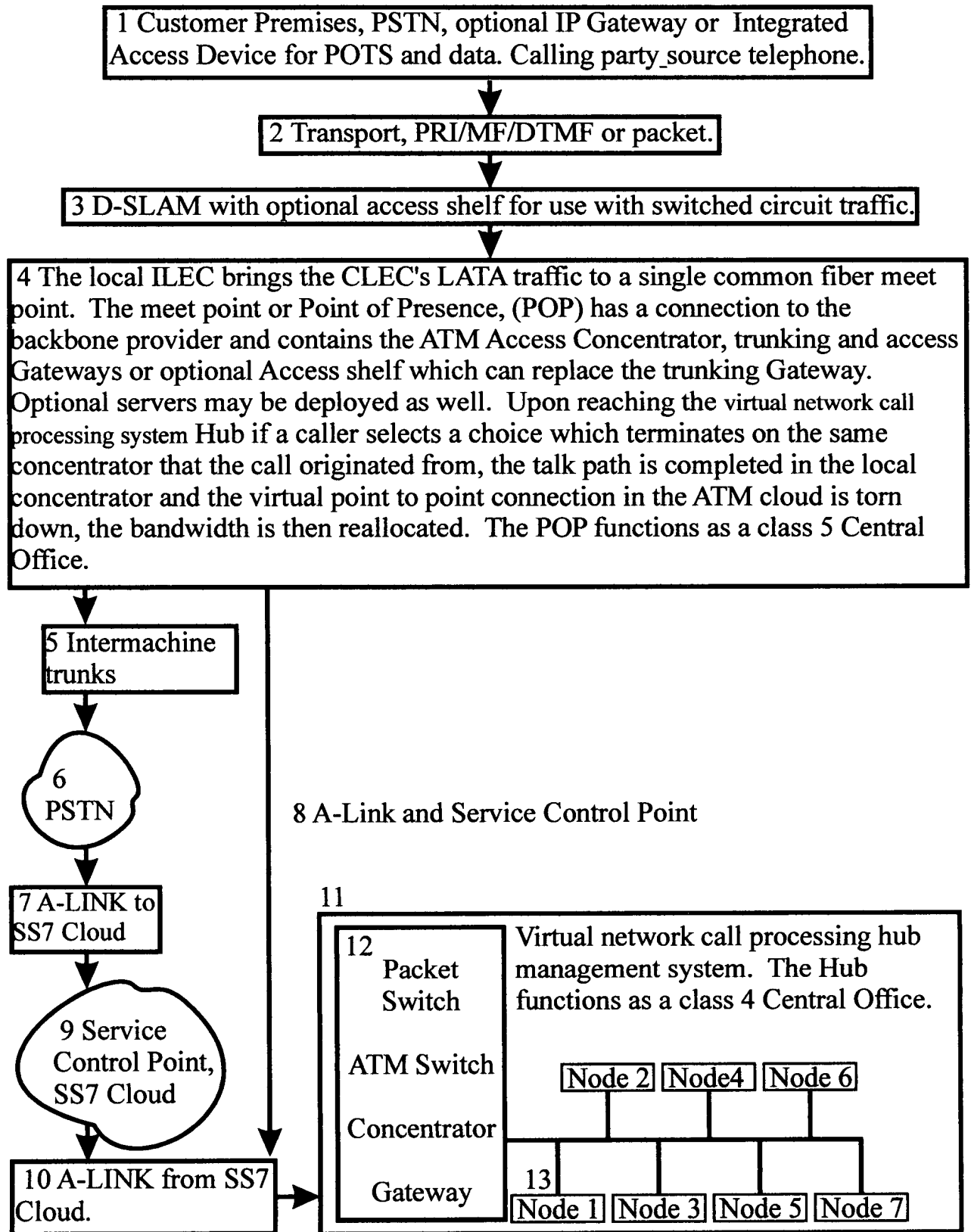


Fig. 4, page 4 of 10 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT
 John Kenneth Amick
 Application number 09/556,439.

Replacement sheet
 (Currently amended)

Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application comprising at least one software application comprising at least one object / software construct.

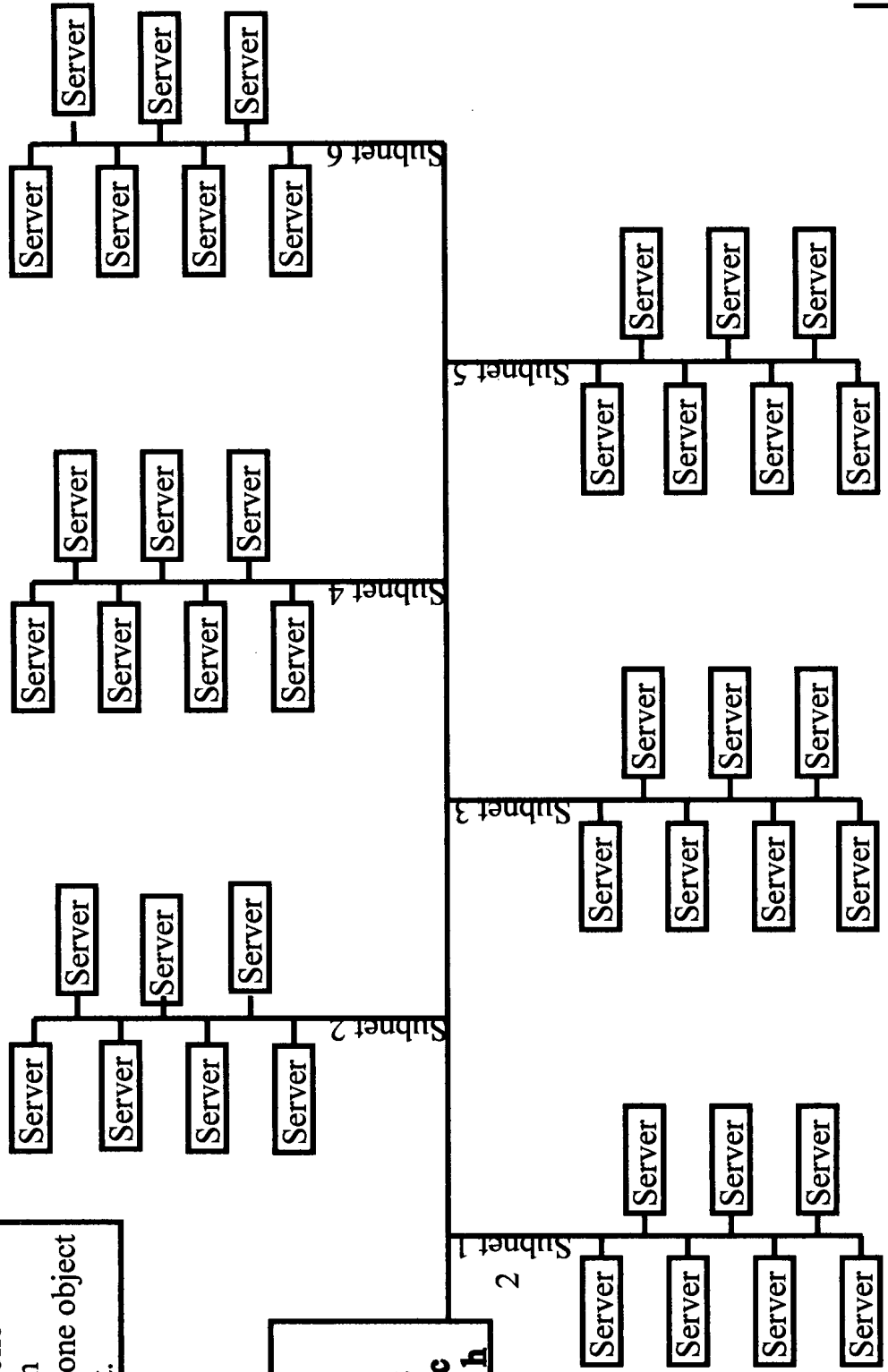
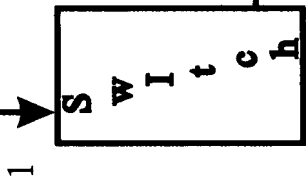
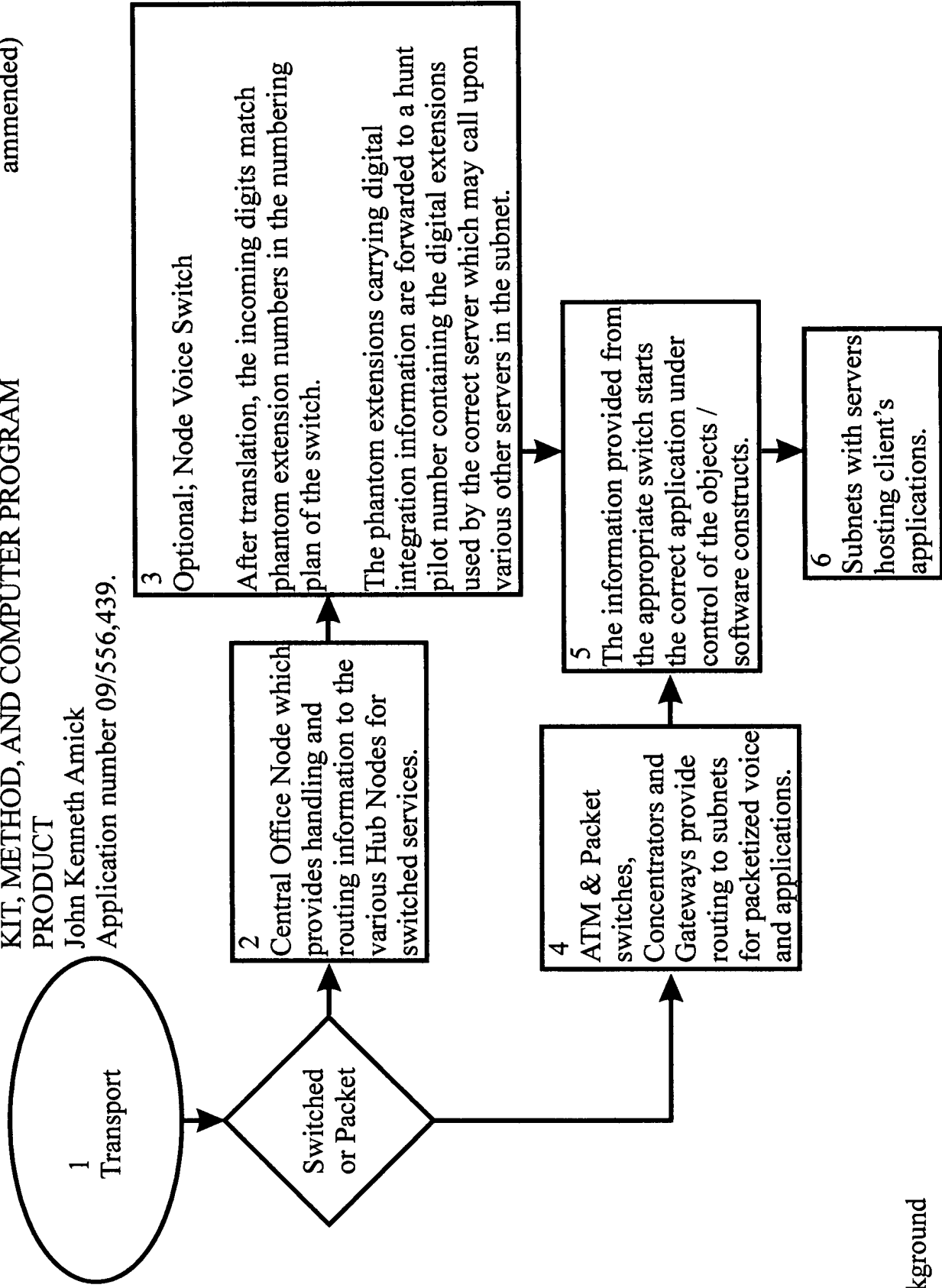


Fig. 5, page 5 of 10 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT

John Kenneth Amick
Application number 09/556,439.

Replacement sheet
(Currently amended)



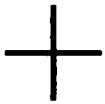


Fig. 6, Page 6 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,
METHOD, AND COMPUTER PROGRAM
PRODUCT John Kenneth Amick
Application number 09/556,439.

Replacement
sheet
(Currently
amended)

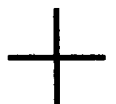
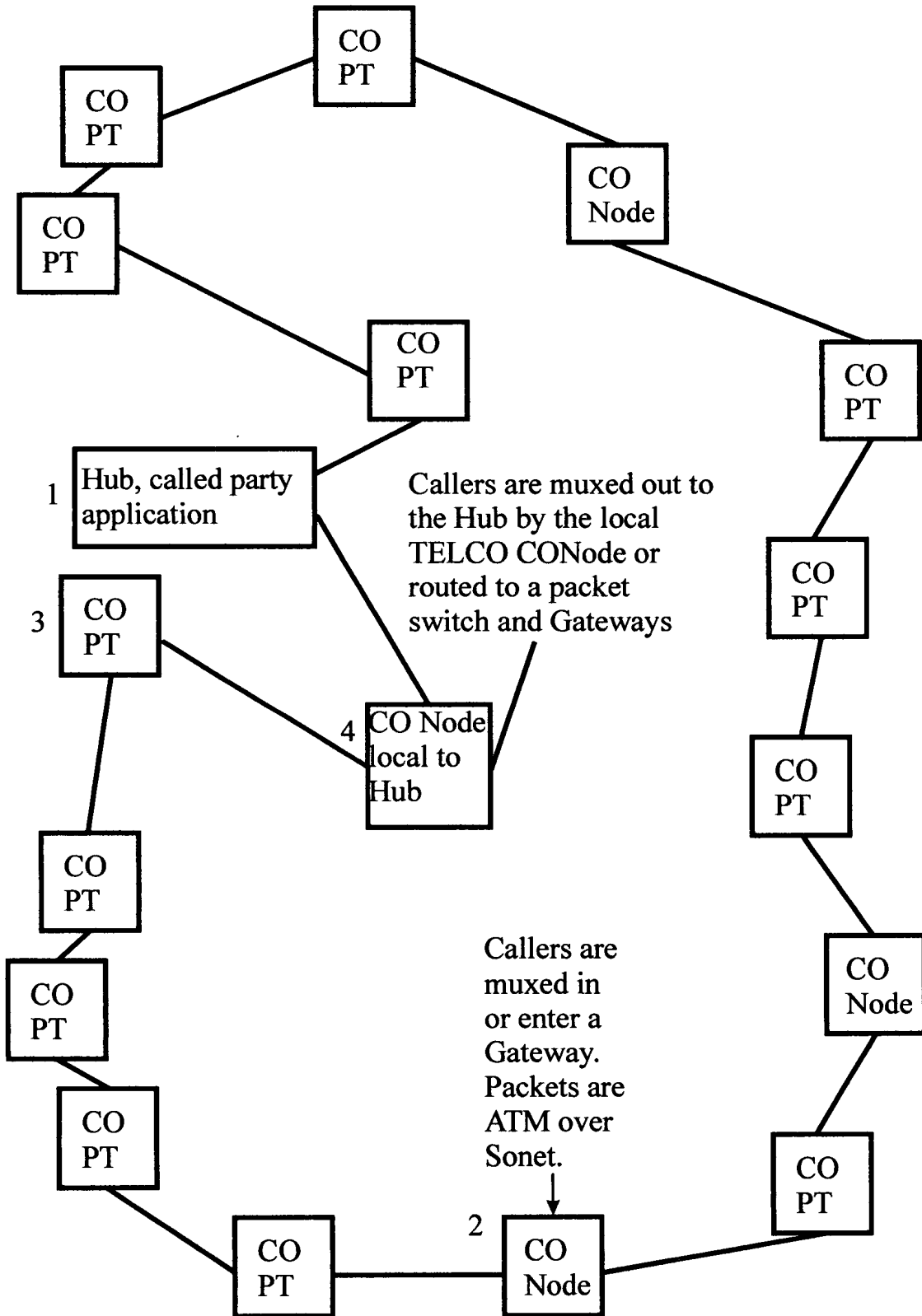




Fig. 7, Page 7 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK
TOOL KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT John Kenneth Amick
Application number 09/556,439.

Replacement
sheet
(Currently
amended)

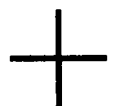
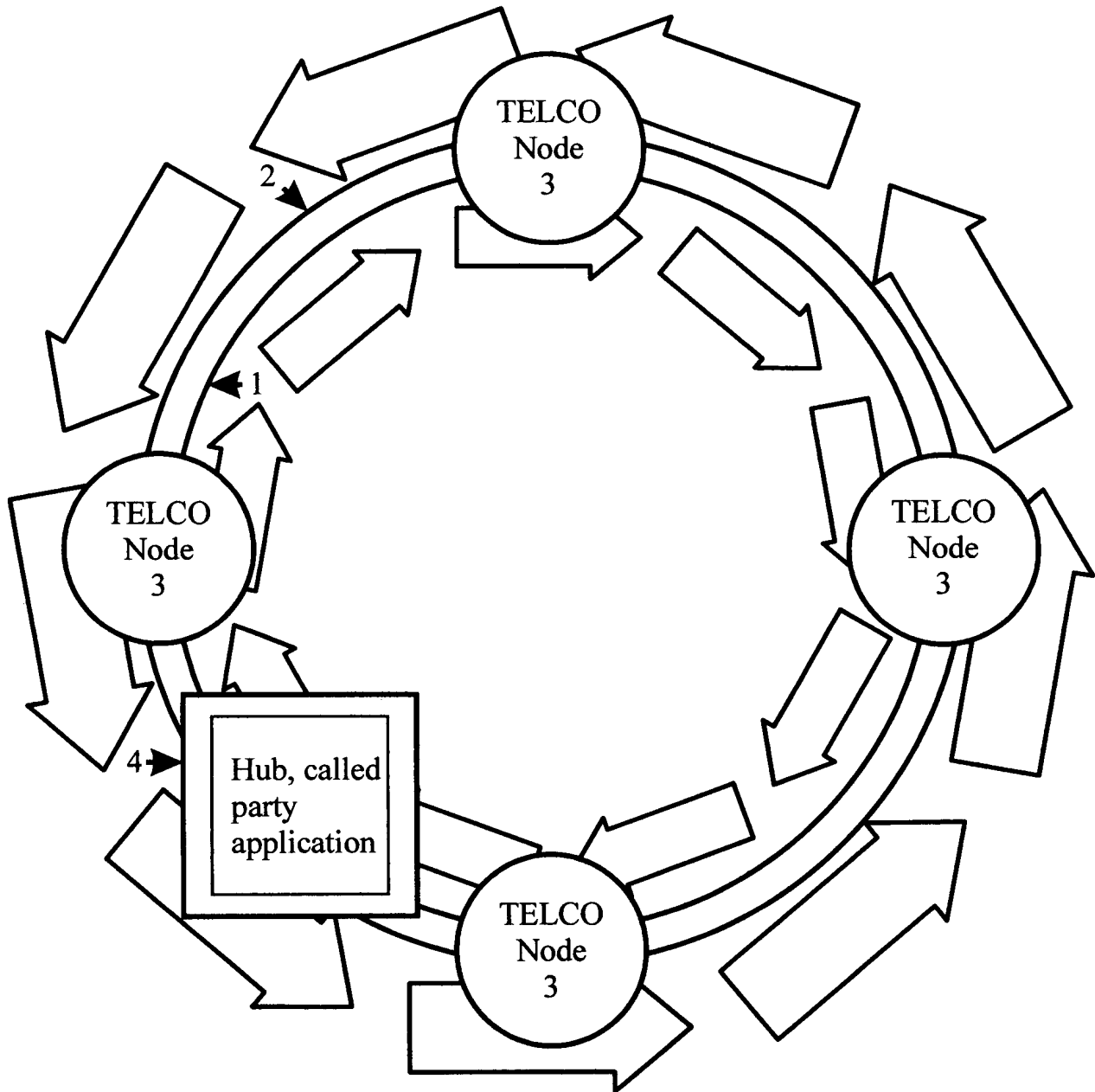




Fig. 8, Page 8 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT John Kenneth Amick
Application number 09/556,439.

Replacement
sheet
(Currently
amended)

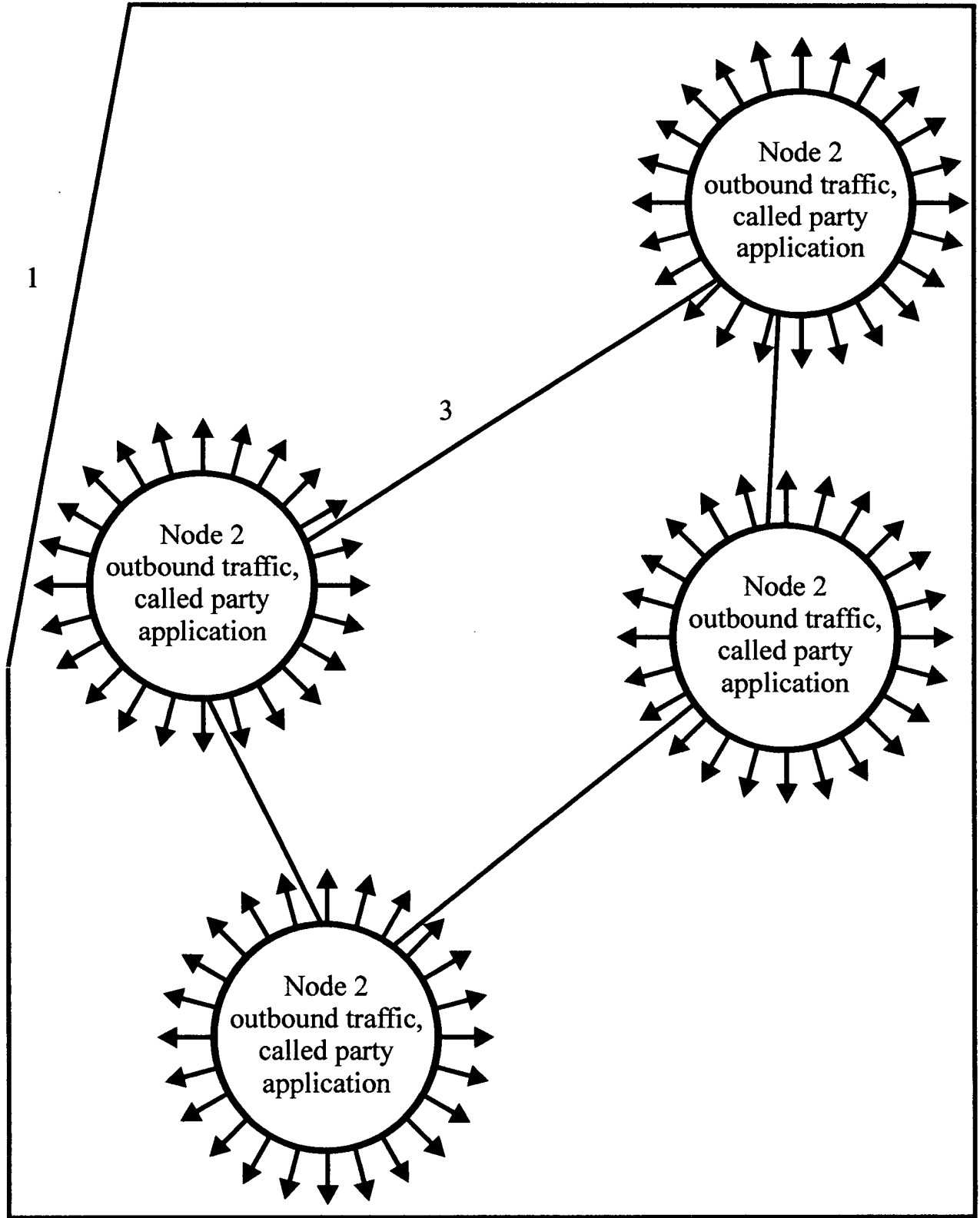


Fig. 9, Page 9 of 10 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT
 John Kenneth Amick
 Application number 09/556,439.

Replacement sheet
 (Currently amended)

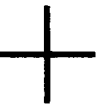
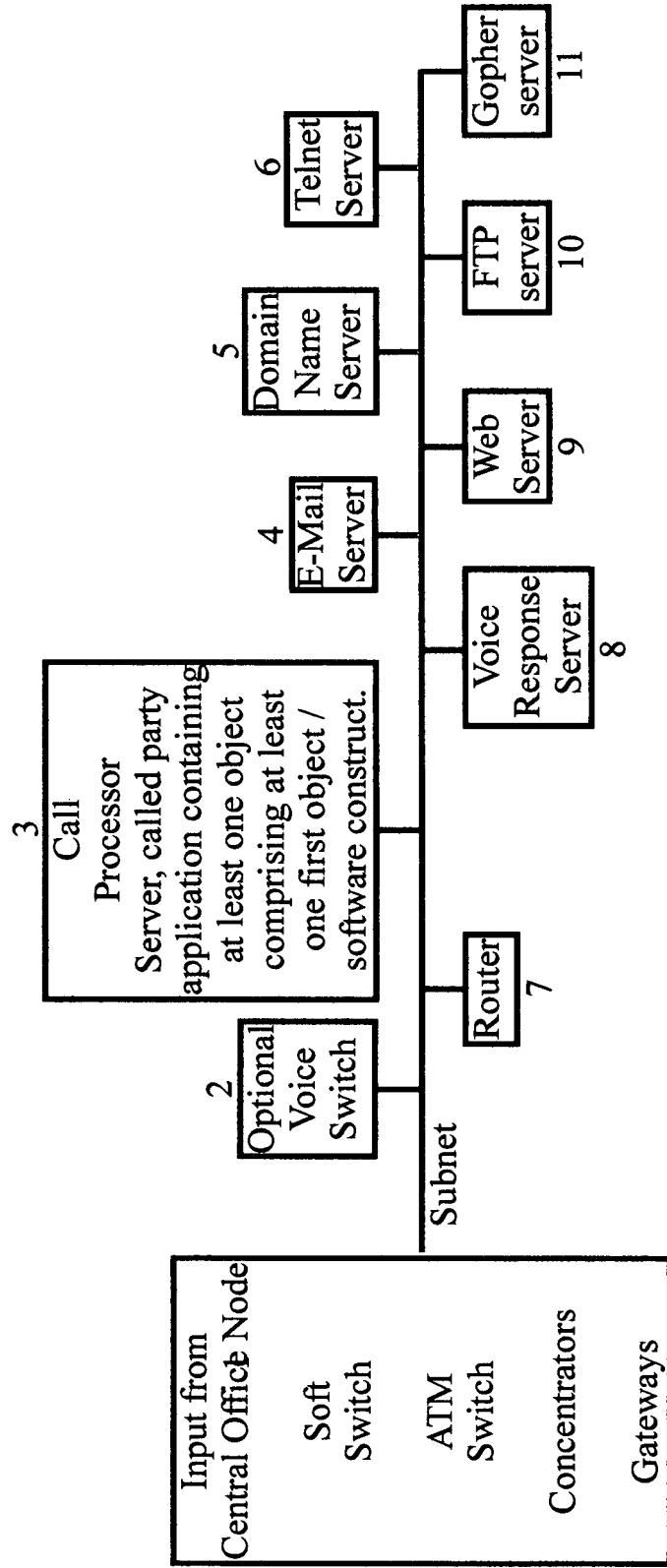
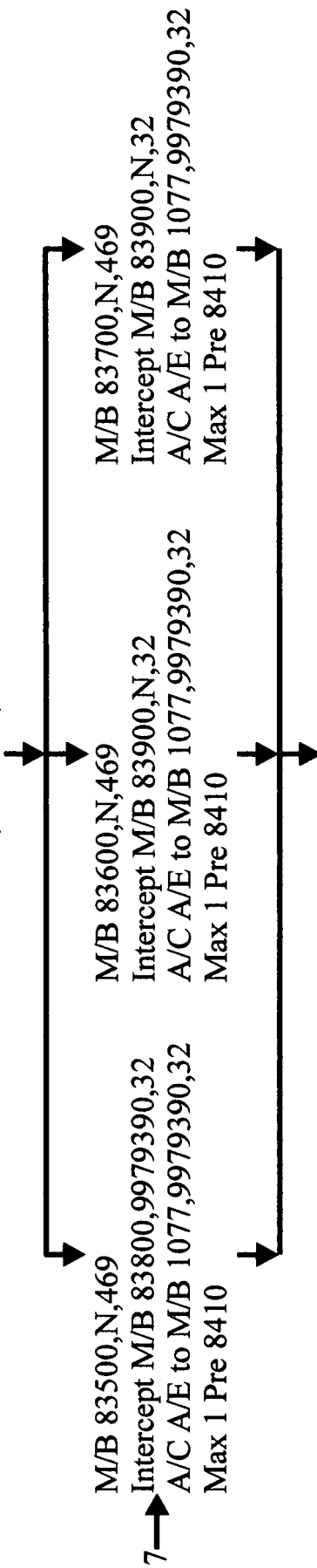


Fig. 10, Page 10 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,
METHOD, AND COMPUTER PROGRAM PRODUCT John
Kenneth Amick

XYZ Company
Contact-Name of person
Telephone (XXX) XXX-XXXX
Fax (XXX) XXX-XXXX
Street address
Suite X
City, State, Zip

Object / Software Construct-Use Example
1 → (xxx) xxx-xxxx
2 → M/B 2004,N,468 silent greeting
3 → -MTWTF- 08:00-12:00 N/B 83500,N,1
-MTWTF- 12:01-12:59 N/B 83600,N,1
-MTWTF- 13:00-17:00 N/B 83500,N,1
Default N/B 83700,N,1
4 → Business hours Intercept M/B 83800,9979390,32
5 → A/C A/E to M/B 1077,9979390,N,32
6 → Lunch and Default Intercept M/B 83900,N,32
A/C A/E to M/B 1077,9979390,32



M/B 84101,N,469
Business hours intercept M/B 83800, 9979390,32
A/C A/E to M/B 1077,9979390,32
Lunch and Default intercept M/B 83900,N,32
A/C A/E to M/B 1077,9979390,32

Application located in NOCC 1
Default security code KUNIK or 58645
Voice Doreen Panico, User transfer on all trunks.
Call forward ring no answer on all trunks

FIG 10